



February 19, 2022

Dear Epicenter Server Customer,

I regret to announce that Connected Software will be winding down operations over the next several months, and we will cease operations on September 30, 2022. This is happening because Microsoft announced that they will begin to permanently disable Basic Authentication in Office 365 on October 1. Once that change is made, Epicenter Server will no longer function. We have spent several months looking for alternative solutions, but Microsoft has made it clear that the method used by Epicenter Server to access Office 365 will no longer be supported.

### **Impact**

- Customers who have on-prem Exchange Servers can continue to use Epicenter Server, but no technical support will be available.
- Customers who use Office 365 will need to migrate away from Epicenter Server. The software will no longer be able to connect to Office 365 starting in October.

### **Refunds**

In accordance with company policy, any purchases in the last 30 days (since January 15, 2022) will be refunded on request. All Technical Support Subscriptions that extend past September 30 will receive a refund prorated to the time elapsed. For other refund questions, please email us at the address below.

### **Additional Licenses**

If you need more licenses to cover the next six months, you can purchase those licenses at 50% off. You will not receive a prorated refund for these purchases, and our 30-day money back guarantee does not apply.

**IMPORTANT:** We will not be accepting orders after March 20, 2022.

### **Questions**

If you have any questions, please send email to [support@connectedsw.com](mailto:support@connectedsw.com) to ensure that you receive a response. Our sales department has already closed.

If your Technical Support Subscription expires before your migration and you need help, we can offer limited support. Please email us at [support@connectedsw.com](mailto:support@connectedsw.com).

We are disappointed that Microsoft's decision has resulted in an End of Life event for Epicenter Server. It's been a pleasure to serve you and thank you for your business.

Sincerely,  
Jim Beveridge  
Founder  
Connected Software, Inc.

Microsoft's announcement:

<https://techcommunity.microsoft.com/t5/exchange-team-blog/basic-authentication-and-exchange-online-september-2021-update/ba-p/2772210>